

Quincy Humane Society

Volunteer Program Manual

(Revised: July, 2014)

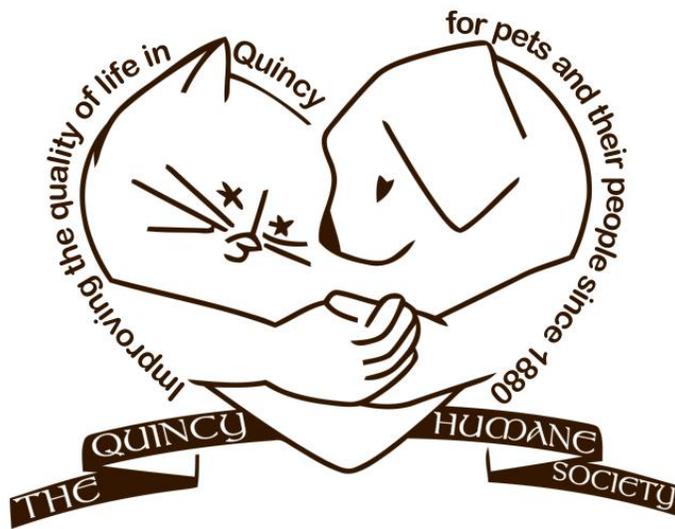


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General Information

Quincy Humane Society

1705 N. 36th Street

Quincy, IL 62305

Phone: 217.223.8786

Fax: 217.223.9471

Website: www.quincyhumesociety.org

Find us on Facebook and Twitter!

Community Relations Manager Email: voluntr@adams.net

Animal Viewing Hours for the Public

Monday – Thursday and Saturday, 11:30am -5:00pm

Friday, 11:30am – 6:00pm

Sunday, CLOSED

Volunteer Hours

Monday – Thursday and Saturday, 8am – 4:45pm

Friday, 8am – 5:45pm

Sunday, 8am – 4:30pm

Age Distinctions

16 + can volunteer alone

12-15 can participate in all volunteer activities, but must be supervised by an adult

11 and under must be supervised by an adult, some task limitations

Quincy Humane Society History

The Quincy Society for the Prevention of Cruelty to Animals was founded on July 20th, 1880 and is one of the oldest continually operating humane organizations in the United States. In 1883, the name changed to the Quincy Humane Society. In 1896, the first office was established at 411 Hampshire. The Quincy Humane Society paid the animal welfare officer until the 1950's when the city took it over to provide benefits.

The Quincy Humane Society did not begin sheltering homeless animals until 1939 at the 3100 State location. A few years later, QHS began assisting the city of Quincy with animal control problems and animals began to be sheltered at the Rt. 57 location.

By 1980, one hundred years after establishing the organization, the Quincy Humane Society took over the Quincy Animal Control contract. Any stray found in Quincy was brought to the shelter, along with animals that were surrendered by their owners.

An off-site adoption facility was opened at 918 State in 1999. It was made possible by Fred Nothold and Quincy Fire Equipment. This facility was closed in 2003.

In 2002, when the animal control contract was up, the Quincy Humane Society decided to not bid and become a privately funded, no-kill shelter. The main reason we chose not to renew the contract was it gave us the freedom to run the facility the way we saw fit, including serving as a no-kill shelter. We no longer receive any money from the city, state, federal governments and we do not receive funds from the Humane Society of the United States. We must ask for donations, write grant proposals, and fundraise in order to keep the shelter open. This also means that we are able to only take in animals when we have space for them. At this time, the board decided that we needed to reallocate our resources and focus on preventative programs to assist a wider range of clients. We began focusing on achieving a No-Kill Community through our spay and neuter clinic. This is the only non-lethal form of animal population control. Resources were allocated to promoting a low-cost spay/neuter program, as well as other programs such as humane education.

In 2008, after ten years of raising money, QHS moved into its brand new \$1.042 million facility at 1705 North 36th Street. The new shelter features heated floors in the dog kennels, a free roaming cat room where many cats are kept outside of cages, an astro-turfed play yard where dogs can run off leash, get acquainted rooms for families to meet with the animals and a community education room where we host new volunteer orientations, community education events and birthday parties.

Mission Statement

"The mission of the Quincy Humane Society is to create a bond of respect and compassion between animals and people"

Frequently Asked Questions

1. Where does the Quincy Humane Society get the animals?

Animals at the Quincy Humane Society come from a variety of places. The majority of our animals come to us as owner surrenders for a variety of reasons including the inability to provide their pet proper care or moving to a home that no longer allows pets. We receive animals which have been impounded by the Animal Warden due to abuse or neglect and animals whom are victims of natural disasters. We also work with the Quincy Animal Shelter to take in animals from their shelter, due to them unfortunately not being able to act as a no-kill facility. The Quincy Humane Society does not accept stray animals due to the state mandated holding period. Stray animals are brought to the Quincy Animal Shelter as they hold the animal control contract.

2. Does the Quincy Humane Society euthanize the animals?

The Quincy Humane Society is a limited admission, no-kill shelter. All dogs over 6 months old go through temperament testing. By determining a dog's temperament, we are in a better position to place him or her with an adoptive family whose lifestyle matches. Although rare, there are times when an animal shows aggression that we believe poses a threat to people and other animals. When an animal shows this type of behavior and the behavior cannot be rehabilitated, we have no option but to euthanize him/her. The only other occasion when an animal is euthanized is if the animal has a terminal illness.

3. What is a temperament test?

Temperament is the general attitude a dog displays towards people and other animals; it is the combined inherited and acquired physical and mental traits that influence the dog's behavior. Temperament testing evaluates an individual dog's temperament through a series of tests that measure traits including stability, confidence, shyness, friendliness, aggressiveness, protectiveness, prey instincts, play drive, self-defense instincts, and the ability to distinguish between threatening and nonthreatening situations.

All dogs that come into our shelter are temperament tested. The Quincy Humane Society uses a temperament test called "SAFER". The acronym "SAFER" stands for Safety Assessment for Effective Re-Homing. As stated above, this allows us to match the dog's personality with the potential adopter. For example, if a potential adopter describes themselves as a "couch potato" we wouldn't match them with a dog whose temperament is defined as having extra energy, loves the outdoors and playing a great game of catch.

4. How long can the animals stay at the Quincy Humane Society?

All animals taken in by the Quincy Humane Society will remain at the shelter as long as it takes to find them a forever home. Animals at the Quincy Humane Society are NEVER euthanized due to the length of their stay. Occasionally, we will transfer our animals to a different no-kill shelter in order for the animal to get exposure to a new set of people, thus increasing their chance of adoption.

5. Where does the Quincy Humane Society get funding?

The Quincy Humane Society operates solely as a result of monies received from private grants, fundraisers such as Mutt Strut and Fur Ball, memorials and private donations. The Quincy Humane Society does not receive any federal or state funds and does not receive any funds from United Way or the Humane Society of the United States. In addition, although the Quincy Humane Society charges an adoption fee, the adoption fee pays for the care of the animal. The Quincy Humane Society does not make a profit on the adoption fees collected.

6. What services are offered at the Quincy Humane Society?

We are proud of the variety of services we offer at the Quincy Humane Society. Not only do we facilitate adoptions but we also offer a variety of low cost services to the public. These services include a low cost spay/neuter clinic, microchipping and a low cost vaccination clinic. Due to the fact we operate utilizing funds from private grants, we are also able to offer programs like “Free to a Good Home” which provides for free spaying of the mother and neutering of the father when the puppies are brought to us to adopt out. The Quincy Humane Society also participates with local law enforcement, animal wardens, state attorneys and Illinois Department of Agriculture appointed human investigators in the care of the animals, the investigation of the people and, if warranted, their prosecution.

7. What is included with the adoption fee?

At the Quincy Humane Society, the adoption fee includes spay/neuter surgery, microchipping, deworming, up-to-date vaccinations and temperament testing on dogs who are at least 6 months old. In addition, dogs have heartworm tested negative and cats are feline leukemia and FIV tested negative. New adopters also receive a collar, ID tag and small bag of Science Diet food! Dogs adopted from us receive FREE dog training for life by our Professional Dog Trainer, Carla Karr.

8. What if the adopter does not want his/her animal spayed or neutered?

In Illinois, it is a state statute that all animal rescue groups, shelters and animal control organization spay or neuter the animals prior to adoption. In addition to this fact, at the Quincy Humane Society nothing is more important than our animals. As hard as we work to find homes for all the critters, there are always more animals than homes. Despite the efforts of pet welfare organizations in educating the public, pet overpopulation continues to be a major problem. It is for this reason we sponsor such programs as low cost spaying and neutering. It is also for this reason we feel very strongly about “practicing what we preach”. Animals are not adopted to a family unless it has been spayed or neutered – no exceptions.

9. Why does the Quincy Humane Society need volunteers?

Volunteers at the Quincy Humane Society are not only totally invaluable but also priceless. **For every hour a volunteer donates, the Quincy Humane Society saves \$16.01.** This means that, for every hour donated, an additional \$16.01 goes directly to the animals we serve. Given the fact it costs approximately \$20.00 per animal for each day they stay with us, the volunteer is essentially providing shelter, food, and health care for one of our pets for a full day.

10. How much time do I have to volunteer?

There is no minimum time requirement in order to volunteer. You can volunteer once every 3 weeks for 15 minutes or 5 hours per day – it is up to you!

In the event you choose to serve as a volunteer and there has been a lapse of three months or more in which you have not visited the shelter, we require that you attend another volunteer training walk-through as a refresher. Policies and tasks are constantly changing and re-attending training is the best way to make sure that you are as up to date as possible.

11. Do I need to schedule a time to come in?

Nope! As long as you come during regular volunteer hours you are free to drop in whenever you like, for as long as you like.

12. How does the adoption process work?

Those interested in adopting an animal must first fill out an application. An adoption counselor will look over the application and verify any information with landlords, veterinarians, and complete a background check. In most cases, the Quincy Humane Society will require any potential adopters to meet and interact with the animal before putting it on hold. Adoptions generally take approximately 24-48 hours.

13. What happens if, after someone adopts an animal, the adopter decides the two are not a good match or the adopter can no longer care for the animal?

The Quincy Humane Society will always assist the adoptive family in resolving any matters that may arise with the adoptive pet after they leave the shelter. Despite these attempts, there are some animals, which for some reason, cannot or should not stay at their adoptive homes. In situations like this, the Quincy Humane Society requires the adoptive family to return the animal to the shelter. This requirement is part of the adoption contract signed by the adoptive family at the time the animal is adopted. All animals that are adopted from the Quincy Humane Society are welcome to return to the shelter.

14. How much does it cost to adopt an animal?

The Quincy Humane Society utilizes a variable pricing method when setting the adoption fees. A variable pricing method takes into consideration many facets of the individual adoption such as the type of animal being adopted, the needs of the animal, the needs of the community and the needs of the potential adopter.

15. How much does it cost to get an animal spayed/neutered?

The cost for spaying or neutering a pet effective as of January 1, 2009 is as follows:

1. Cat neuter: \$30
2. Cat spay \$40
3. Dog neuter: \$50
4. Dog spay: \$60

16. Does the Quincy Humane Society have a written Code of Ethics?

Yes, the Quincy Humane Society does have a written Code of Ethics. We believe it is important for those persons not affiliated with our organization know about the Quincy Humane Society. By establishing a Code of Ethics we are also establishing a guideline for our staff and volunteers. Every member of our Board of Directors and our staff set examples by agreeing to abide by the established Code of Ethics. It is for

this reason, we ask that our volunteers review the Code and agree to assist us in this endeavor by agreeing to abide by the same. This would include having your own companion animals spayed or neutered. If your companion animal has not yet been spayed or neutered, please let us know and we can assist you in scheduling a surgery. In the event your companion animal is not spayed or neutered AND you do not wish for the surgery to be performed on the animal, we respectfully request that you refrain from volunteering.

17. What is the Quincy Humane Society's Code of Ethics?

The following is the Code of Ethics established by the Board of Directors for the Quincy Humane Society:

“In the interest of the welfare and promotion of all animals of all kinds, and in the interest and promotion of Quincy Humane Society, the following is the Code of Ethics which has been established and approved by the Board of Directors:

- A. I will not participate in the wholesale selling of animals to such places as catalog houses, pet dealers, or any speculative source of distribution. I will not participate in the offering of animals as prizes in raffles, contests or drawings of any sort. I will not solicit animals for this purpose.
- B. All my personal companion animals shall receive adequate nutrition and shelter as well as appropriate annual veterinary care. I will abide by applicable rules and regulations regarding licensing, vaccinations and limitations on number of pets allowed.
- C. All companion animals as species and breed appropriate shall be spayed or neutered. I will not breed animals for personal, monetary or professional gain.
- D. I will promote spaying and neutering as a way of controlling pet overpopulation.
- E. I have never been involved with or convicted of any form of animal neglect or abuse.
- F. The Quincy Humane Society and its reputation should be a prime concern for me and should be placed above prestige or monetary gain.
- G. When participating in any activity the organization undertakes, I will conduct myself in a courteous and professional manner, which will be a credit to the Quincy Humane Society. I understand that I am not a spokesperson for the agency and will defer any questions from the media or any questions regarding policy to a staff member.
- H. I understand that the Quincy Humane Society is committed to creating a positive working culture and has adopted a zero tolerance policy of gossip or otherwise speaking negatively about the Quincy Humane Society other staff, volunteers or board members. I commit myself to this policy and will direct any concerns I may have to the Community Relations Manager

- I. I accept the moral obligation to adhere to this Code of Ethics and to conduct myself in a manner befitting a person dedicated to the improvement of all conditions surrounding all animals, the furtherance of education associated with animal welfare and above all, the protection of all animals.

18. Has the Quincy Humane Society established an acceptable Workplace Culture Code of Conduct for the staff and volunteers?

Yes. The Board of Directors of the Quincy Humane Society has established a written Workplace Culture Code of Conduct for the staff and volunteers. This written statement is as follows:

“We are drawn to work and volunteer at the Quincy Humane Society because of its mission to advocate for animals. Just as we create an environment of humane treatment for the animals in our care, we must also establish the framework for the culture among the people. We wish to promote from within when possible, always be fair in dealing with people, recognize accomplishments, accept our limitations and the limitations of others, and be as positive as possible. The following is a guideline for the type of workplace environment the Board of Directors has adopted for the Quincy Humane Society:

- A. Support a united Quincy Humane Society:
 - ♥ Honor and respect differences between departments, animals, and people;
 - ♥ Practice “we” thinking;
 - ♥ Seek to understand the different needs of the people and animals;
 - ♥ Be responsible; and
 - ♥ Include, rather than exclude.
- B. Practice collaboration, cooperation and coordination:
 - ♥ Provide access to information about decisions, decision-making processes and what’s going on;
 - ♥ Encourage collaboration between staff, volunteers, external organizations and potential adopters; and
 - ♥ If it is necessary to speak with someone, give them the opportunity to advise you when it would be a good time for them. If not at that moment, be flexible and schedule a later time if need be.
- C. Embrace diversity and practice open-mindedness:
 - ♥ Expect differences and seek to understand them;
 - ♥ Understand that just because there are differences does not mean someone is wrong;
 - ♥ Look for the contributions each person makes when helping the animals; and
 - ♥ See commonalities and seek to understand differences.
- D. Practice open, direct, and prompt communications:

- ♥ Practice proactive listening and seek to understand;
- ♥ Deliver and receive complaints, suggestions and other communications responsibly;
- ♥ Hear someone before responding;
- ♥ Practice honesty; and
- ♥ Use phone or face-to-face meetings when topics merit such communications as e-mails can be misinterpreted or seem impersonal.

E. No harmful gossip and no negative chatter:

- ♥ Gossip is never good and rarely has any truth to it. Seek to stop rumors and gossip;
- ♥ Do not participate in negative and hurtful discussion about others including individuals, groups or agencies; and
- ♥ Remaining silent or taking no action is enabling a gossipier to continue and undermines the safety and well-being of the Quincy Humane Society.

F. Deal with conflict responsibly:

- ♥ Agree to resolve outstanding conflict now and take an active role in resolving them;
- ♥ When possible, deal directly with the person involved in the conflict;
- ♥ Always show respect by keeping your voice clam and your language clean;
- ♥ Promote healthy conflict resolution. View it as an opportunity to explore differences and increase understanding; and
- ♥ Limit personal opinions as they are truly subjective. Respect other people's right to their own perspectives.

G. Promote Trust:

- ♥ Take responsibility for yourself and be accountable for your actions;
- ♥ Work toward a healthier future;
- ♥ Lend support without being ask – it will build trust in other people, other organizations, and within the Quincy Humane Society; and
- ♥ Trust that everyone at the Quincy Humane Society is making decisions that are in the best interest of the animals and feel free to speak with someone if you have questions about decisions which are made.

H. Address problems proactively and constructively:

- ♥ Always treat complaints, suggestions and ideas with respect;
- ♥ Be certain to bring issues needing attention to someone who has the ability to act upon them;
- ♥ Think constructively and look for solutions;
- ♥ Encourage people to work things out between themselves; and
- ♥ Don not hold grudges or let a grudge be a signal to speak with someone about an issue or problem.

- I. Demonstrate respect:
 - ♥ Respect other's right to an opinion that differs from your opinion and the right to disagree;
 - ♥ Respect decisions made;
 - ♥ Extend compassion to others;
 - ♥ Practice courtesy and consideration; and
 - ♥ Value others regardless of job title, seniority, position, level of experience, or opinion.

- J. Acknowledge the feelings of others and the emotional aspect of our work:
 - ♥ Recognize the importance of having a sense of humor. A sense of humor can be a life line to someone struggling;
 - ♥ Identify healthy ways to reduce or relieve stress and feel free to ask for help if you need it;
 - ♥ Find ways which are appropriate for the occasion which allow the expression of sadness, grief and anger when those feeling surface within you or another;
 - ♥ Respect how others respond to situations by helping them find creative and appropriate outlets to express their feelings;
 - ♥ Keep things in perspective and help yourself as well as others maintain a positive outlook; and
 - ♥ Have fun!

- K. Create and maintain a safe workplace:
 - ♥ Find safe ways to accomplish your task;
 - ♥ Commit to following safety procedures even when pressed for time;
 - ♥ Know any limitations you may have and seek out others to assist you when needed; and
 - ♥ Bring safety concerns to the attention of the Community Relations Manager, the Executive Director, and/or a staff member.

- L. Show appreciation:
 - ♥ Remember that the reason we have chosen to work or volunteer at the Quincy Humane Society is to benefit the animals;
 - ♥ Be sure to practice appreciation by verbalizing it when you see something that warrants a compliment; and
 - ♥ Acknowledge the wonderful people that work in conjunction with the Quincy Humane Society – they really are fantastic!

19. It is necessary for me to agree to follow the Code of Ethics as well as the Workplace Culture Code of Conduct?

We want the Quincy Humane Society to be a place people look forward to visiting, working, and/or volunteering. As the guidelines are a direct reflection of the

general philosophies of the Quincy Humane Society, the Board of Directors asks that everyone be provided with a copy of these guidelines. The Board of Directors further asks that everyone agree to abide by the guidelines and sign a statement to that effect. This includes every member of the Board of Directors, the Executive Staff members, the staff and our volunteers.

20. What if I do not agree with all the items contained in the Code of Ethics and/or the Workplace Culture Code of Conduct?

We encourage you to speak with anyone at the Quincy Humane Society about concerns you may have relating to any matter including the Code of Ethics and/or the Workplace Culture Code of Conduct. While we continue to believe deeply in our commitment to the animal world and we believe we have articulated that commitment in our written documents, we by no means are of the opinion that they the written documents are “written in stone” as they say. If you have concerns and/or questions regarding these documents, others may also have the same questions or concerns and it may be time for us to revise them. Once your concerns have been addressed and any agreed upon changes made, we would ask that you confirm your commitment to the animals and sign the confirmation.

21. Does the Quincy Humane Society have a guideline for volunteers?

Yes. The Quincy Humane Society has an established list of Volunteer Guidelines. The Volunteer Guidelines are as follows:

- A. Responsibility and Dedication to the animals:
Animals are to be treated kindly, gently and professionally. We require our volunteer to support this policy and practice the same with the animals.
- B. Professional attitude:
We expect our volunteers to conduct themselves in a professional manner at all times including times they are working with animals, staff, co-volunteers, and the public. We expect our volunteers to take their commitment to the Quincy Humane Society and the welfare of all animals seriously.
- C. Time Commitment and Attendance:
As stated earlier in this Manual, there is no mandatory time commitment for time or attendance for our volunteers at the Quincy Humane Society. However, whenever possible, we ask that volunteers attempt to log a few hours per month.
- D. Supervision:
Volunteers report directly to the Community Relations Manager in conjunction with the Executive Director. The Community Relations Manager will assist you in your training and in coordinating your volunteer time. The Community Relations Manager office is the first office located directly to the right off the reception area.
- E. Accidents and Injuries:

The Quincy Humane Society makes every effort to ensure your safety while you are volunteering at the shelter. Unfortunately, the very nature of our work carries inherent risks. These risks include but are not limited to such things as wet and slippery floors, use of chemicals, uneven surfaces while walking the animals, animal bites, and diseases which transfer from animal to human or human to animal. We ask that you assist us in recognizing any hazards and in correcting them. We also specifically instruct you that you are not to participate in any activity wherein you are not comfortable.

Despite our best efforts, accidents do happen. In the event you are injured or become ill as a result of your volunteer activities, the Quincy Humane Society specifically advises you that we are not responsible. You are expected to read the waiver form on the last page of your volunteer application. You are expected to understand the information contained in the form, have any questions associated with that information addressed, to the sign the form, and return the signed form to the Community Relations Manager. If you are a parent of a child under the age of 18 who volunteers, you are expected to adhere to the same conditions and sign the waiver which relates to your child.

In the event you are injured or in the event you witness an injury, you should immediately report it to the Community Relations Manager.

F. Proper dress:

A volunteer's attire should be neat, clean and presentable to the public. While volunteering at the shelter you are not allowed to wear open toed shoes at any time. Comfortable sneakers are suggested. Dresses and skirts would not be considered appropriate articles of clothing to wear when working around the animals. We do not recommend wearing shorts but you may do so at your discretion. Keep in mind that wearing shorts will make you more susceptible to scratches.

While you are not required to wear a shirt with the official logo, it is recommended. The Quincy Humane Society does have a variety of shirts available for purchase. If you choose not to wear a volunteer shirt, we ask that you wear the provided volunteer button or nametag that can be purchased for \$10.

G. Change of address:

Please report any change of contact information such as your address, home phone or cell phone directly to the Community Relations Manager as soon as possible. If you are registered with us through the volunteer website – you may change this information independently.

H. Smoking:

The Quincy Humane Society has adopted a facility wide non-smoking policy. Smoking is not allowed on any part of the property. Smoking is only permitted inside a personal vehicle. Smoking is never allowed when you are handling any of our animals.

I. Visitors:

Volunteers may not bring friends and/or family to the shelter without prior permission from the Community Relations Manager. All person's handling the animals must go through volunteer training.

J. Conduct:

The Quincy Humane Society has a very strict policy as it relates to the welfare of our staff, volunteers, and animals. Quincy Humane Society does not tolerate the following:

The following actions are not permitted by an employee or volunteer at the Quincy Humane Society. Violation of the following will result in the immediate termination of any volunteer's duties.

- Sexual Harassment;
- Falsification of shelter records, documents time records, employment records, or any other document maintained by or for the Quincy Humane Society;
- Disclosure of confidential information;
- Unprofessional behavior at any time and especially in the presence of visitors, clients, other volunteers, board members, and/or staff;
- Physical, emotional, or verbal abuse of animals;
- Theft or the intentional waste of shelter property or the property of another;
- Possession of or reporting to work under the influence of alcohol or any controlled substances;
- Indecent or immoral conduct; and
- Threatening, coercing, or intimidation of anyone.

22. Does the Quincy Humane Society have any specific rules or regulations I am required to follow while volunteering?

Yes. The Quincy Humane Society does have a set of rules and regulations you are required to follow while volunteering at the shelter. The rules and regulations are as follows:

1. Puppies are currently not to be handled by volunteers at this time;
2. Volunteers are to walk only one dog at a time. This extends to the situation involving two volunteers walking dogs. While walking a dog, volunteers are not to walk their respective dogs in close proximity to each other. Always keep at least 6 feet between dogs. This helps eliminate potential fights between the animals and helps to ensure the safety of the animal as well as the volunteer.
3. Once a dog has been placed on a leash, please move as quickly as possible from the kennel area. A dog on a leash causes the other dogs to get overly excited and loud.
4. Volunteers are NOT allowed to handle dogs that have red stickers. These dogs are given this color sticker due to special circumstances specific to the dog. Only staff members are allowed to handle these dogs.

5. Volunteers are required to handle only those animals they feel capable of handling. If you are assisting an animal and experience any type of problem, immediately call for assistance from any member of our staff.
6. When walking the dogs please be certain to take a “doggie bag” with you. Waste is to be scooped regardless of whether it is inside the facility or outside. Not only does that keep our shelter presentable to potential adopters and visitors but it helps eliminate any transmission of diseases or illness between animals.
7. ALWAYS sanitize your hands after handling an animal and before handling the next. For example, if you are in the cat room hold a cat, be certain to sanitize your hands before holding the next cat. This too helps eliminate the transmission of diseases or illness between animals.
8. Kitten litters CANNOT co-mingle. You can only play with one litter at a time. This is to help prevent the spread of disease as kittens are especially susceptible. Kittens within the same litter are named with the same first letter, or with relating names (Harry, Ron, Hermoine).
9. You MUST wash your hands between handling litters of kittens. You may handle as many litters of kitten as you would like, but make sure you wash your hands thoroughly in between.
10. Volunteers are never permitted in the area of the shelter marked “Cat Incoming”, “Dog Incoming” or “Isolation”.
11. Volunteers are required to attend both “New Volunteer Orientation” and a scheduled “Training Walk-Through” prior to handling the animals directly. If you have not been trained to perform a specific task and a member of the shelter staff requests assistance in completing that task, please speak up and ask the staff member for proper training.
12. If a visitor or potential adopter asks you a question of which you are not certain of the answer, PLEASE direct them to a staff member who can assist them. It is important that we provide correct information to the public. As you are now aware, the education of the public is an important part of what we do here at the Quincy Humane Society.
13. **After attending both orientation and training, you should be ready to go! On a day you wish to volunteer, just sign-in and jump right into the tasks that you were trained to do. Please do not stand around, there is plenty to be done. If you are unsure of what task to do next, feel free to check the Volunteer Bulletin Board or ask the Community Relations Manager! ☺**

23. Is it possible for someone to complete their court-appointed community service hours at the Quincy Humane Society?

Yes. It is possible for someone who has been sentenced by a court to perform community service hours to complete those hours at the shelter. Those persons wish to

perform their hours at the shelter are not exempt from the mandatory training required of all volunteers. Prior to attending the training, they are required to speak directly with the Community Relations Manager and disclose the fact they are performing community service hours. After attending training, specific shifts made in conjunction with the schedule of the individual and the shelter will be assigned.

23. What type of volunteer opportunities are available for me at the Quincy Humane Society?

A. Felines:

Description:

Volunteers are needed to provide such things as basic care, socialization, play, exercise and affection with the adoptable cats and kittens. Volunteers are asked to care for their basic needs which including keeping their water bowls filled, cleaning and changing litter boxes, providing individual attention and play time. Cats also need to be brushed on a regular basis.

Tasks:

Examples of the type of tasks:

- Sanitize cages, provide clean water and clean litter;
- Cuddle cats and kittens in order to teach them socialization skills;
- Host kitten play groups in the get acquainted rooms (from the same litter);
- Watch for signs of disease and illness as well as personality needs and concerns. Don't just assume the staff knows that an animal is sick; and
- Brush cats on a regular basis.

Qualifications:

- Must enjoy working with cats and kittens.
- Must be self-motivated and willing to do your best.
- There will not be specific tasks assigned to a volunteer each day. For this reason, it is important that each volunteer recognize what needs to be done and do it.

B. Canines:

Description:

Volunteers will walk dogs throughout the day for fresh air, play and exercise. This is also an opportunity to teach the dog manners. We want to provide the dog with the skills they need to help ensure a permanent placement in a forever home. Dogs also need to spend time socializing with people outside of the kennel. For this reason, it is important that they are exposed to different experiences. This assists in giving them confidence when they are presented with new surroundings.

Tasks:

Examples of the type of tasks associated with volunteering with dogs include the following:

- Walking dogs during scheduled long walks or give him/her an extra walk
- Take dogs to the play yard to run off leash - may bring out dogs in play groups as long as there is 1 volunteer responsible for each dog.

- Bathe dogs on an as-needed basis and as requested by Quincy Humane Society staff.
- Fill kongs as needed.

Qualifications:

- Enjoy being around dogs including dogs with different types of personalities.
- Must feel comfortable handling different types and sizes of dogs.
- Must be alert and recognize the different needs (both physical and emotional) of each dog - bring those to the attention of the staff.

C. Community Outreach:

Program Description:

Community Outreach volunteers sign up to take animals for pet visits to nursing homes and colleges, information tables, adoption events and various other community outreach related activities as needed . We are also often asked to present a variety of programs at local schools and libraries. People confined to nursing homes are especially hungry for visits of any kind. They tell us that our pet visits break up their day in a most unusual way. Most people love animals. Remember, many of those we visit have had to give up their own pets and our pet visits cheer them. They often get to know the pets by name and look forward to their visits each month. Many people respond to animals when they won't or cannot respond to other people. Signing up for these tasks are done through the Quincy Humane Society volunteer website.

Tasks:

- Pick up cat or dog from the shelter;
- Take them to the designated visiting places;
- Bring the animal back to the shelter.

Qualifications:

- Must enjoy working with animals and the public in general.
- Must have a valid driver's license and vehicle to transport animals; and
- Must be at least 16 years of age or accompanied by an adult whom has also gone through orientation and training.

F. Other Volunteer Opportunities:

1. Yard work: Volunteers are needed to help keep up the shelter grounds. Duties include but are not limited to mowing, trimming, planting and shoveling snow.
2. Laundry: Volunteers are needed to wash blankets and toys throughout the day. Every day the dogs get a new blanket and the cats get a new rug. These things need to be washed and folded so they can be used for the next cleaning. The perfect time to help with laundry is between visiting with the animals!
3. Janitorial duties: The shelter needs to stay as clean as possible at all times. Thought the day volunteers are welcome to help clean the main lobby and bathroom facility.

4. Special Events: Volunteers are needed to help with various events throughout the year including Mutt Strut, Fur Ball and more! These opportunities will usually be sent out through email and can be signed up for through the volunteer website.